

#### THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re the application of:

Thami SMIRES et al.

Group Art Unit: 3624

Serial No: 10/658,405

Examiner:

Filed: September 10, 2003

For : METHOD AND APPARATUS FOR CONDUCTING

TRANSACTIONS GENERATED AT POINT-OF-SALE

LOCATIONS

#### DECLARATION UNDER 37 C.F.R. 1.131

Commissioner for Patents P.O. Box 1450 Alexandria, VA 22313-1450

Sir:

We, the undersigned, Thami Smires, Paul Sabella and Glen Dentice, hereby declare as follows:

- 1. We are the inventors in the patent application identified above recited in claim 1 as originally filed and the additional claims as amended in the amendment filed on October 4, 2007.
- 2. Prior to July 22, 2002, the earliest priority date of United States Patent Application 10/624,412 filed in the name of Kim et al, the invention described in the above-noted patent application and claimed therein was conceived and reduced to practice. The conception of this invention as well its reduction to practice is evidenced by Exhibit I entitled "Cynergy Data Introduces Charge Anywhere by Comstar Interactive Inc.", filed on October 4, 2007, Exhibit II entitled "Comstar's ChargeAnywhere"

Debuts as Functional Wireless POS Solution Available in Marketplace", filed on October 4, 2007, Exhibit III entitled "Comstar Interactive Corp. ChargeAnywhere™ User Manual" filed contemporaneously with this Declaration, and Exhibit IV entitled "The ChargeAnywhere™ Product Line - Product Overview", also filed contemporaneously with this Declaration.

- 3. The subject matter described in Exhibits I and II were developed for Comstar Interactive Inc. by the undersigned.
- 4. Table I shows a correspondence between the elements of claim 1 as originally filed in the present patent application and as presently maintained in the present application. This table demonstrates that the entire invention was conceived and reduced to practice prior to July 22, 2002.

#### TABLE I

Claim 1. The system for controlling the processing of card and debit card transactions, between various types of point of sale terminals initiating the transactions transmitted ultimately plurality of credit processes through a plurality of gateway networks, comprising:

Paragraph 2 of Exhibit I describes a system for wireless credit card transactions.

Paragraph 3 of Exhibit II indicates a plurality of credit card processors are utilized.

credit card server in communication with a plurality of gateways and the credit card server processors, said credit card server receiving a credit card card debit transaction | Paragraph request from the point of sale | terminal devices through the plurality of gateway and networks, credit said card server processing the transaction and sending the transaction to any of the credit processors, said credit card server communicating with the terminal devices indicating the disposition of each of transactions:

Paragraph 2 of Exhibit indicates that the credit card would allow instant approvals of all transactions.

3 of Exhibit indicates that the merchants are enabled to log on to the credit card server's web site.

a database connected to said a reading of Exhibits I and II credit server card obtaining and reading information relating to the transactions and the point of sale terminal devices: and

from | would indicate that the credit card server must contain database relating to the transactions.

a transaction manager connected to said credit card service for managing a web site allowing the merchant associated with each of the point of sale terminal devices to view their respective transactions as well as altering the transactions.

Exhibit III includes a section which a transaction voided, thereby altering the transaction. Pages 11 and 12 of Exhibit IV shows the transaction manager including Cab Num, Driver Num and Inv. Number sections allowing a merchant to alter the transaction by adding information into these sections.

5. The attached Exhibits III and IV were both produced prior to July 22, 2002, and show, along with Exhibits I and II, that the invention as recited in claim 1 was reduced to practice prior to July 22, 2002.

- 6. Between July 22, 2002, the filing date of the Fim et al patent application and September 10, 2002, the filing date of applicant's provisional application, the inventors were dilicent in preparing material to be sent to their patent attorney, Mitchell Wasson of Hoffman, Wasson & Gitler for the purpose of filing the aforementioned provisional patent application.
- 7. We hereby declare that all statements made herein of our own knowledge are true, and all statements made on information and conjecture are thought to be true; further that these statements were made with the knowledge of wilful false statements and like so made are punishable by fine or imprisonment, or both, under Section 1001 of Title 18 of United States Code and that such wilful false statements may jeopardize the validity of the application or any patent issued thereon.

March 20, 2008

March 20, 2008

Date

March 20, 2008

Date

Paul Inventor

Glen Dentice, Inventor

4/9/3 (Item 2 from file: 16) <u>Links</u>

Gale Group PROMT(R)

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09430453 Supplier Number: 82754706 (THIS IS THE FULLTEXT)

Cynergy Data Introduces CHARGE ANYWHERE by Comstar Interactive, Inc.

Business Wire, p 2647

Feb 11, 2002

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 497

Text:

**Business Editors** 

NEW YORK--(BUSINESS WIRE)--Feb. 11, 2002

Cynergy Data offers the latest technology advancement in point-of-sale processing, the new CHARGE ANYWHERE (TM) by Comstar Interactive, Inc.

The user friendly designed and compact sized CHARGE
ANYWHERE(TM) allows merchants to accept wireless credit card
transactions, send emails and faxes, and send and receive pages. Additional
benefits offered include instant approvals on all transactions, lower
processing fees, reduced fraud exposure, near real time reports, the
ability to produce customer receipts, and lightweight easy mobility.

The new CHARGE ANYWHERE(TM) comes with the CHARGE ANYWHERE(TM) Manager. Using a secured password, this allows merchants to log on to Comstar's website and see the transactions of the wireless devices, up to the minute. The manager can also export reports to Microsoft excel for billing, payroll and accounting reporting.

Beneficial to all businesses, CHARGE ANYWHERE(TM) also enables specific industries to especially flourish with the integration of this device. Among these industries are taxi services, limo services, delivery services, and general mobile services such as locksmiths, plumbers, exterminators, contractors, salesmen, etc.

"Businesses of all shapes and sizes can enjoy the full range of services offered by CHARGE ANYWHERE(TM)", said John R.
Martillo, president of Cynergy Data. "With the introduction of CHARGE ANYWHERE(TM), Cynergy Data along with Comstar
Interactive are opening new roads to opportunity by allowing businesses to process mobile credit card transactions which they were once incapable of supporting."

"We are very excited about teaming up with Cynergy Data to sell the CHARGE ANYWHERE(TM) product", says J.D. Gardner, CEO of Comstar Interactive Corp. "CHARGE ANYWHERE(TM) is the



perfect addition to Cynergy Data's outstanding product line".

By the offering of this great priced first of its kind technology through Cynergy Data, merchants will encounter better business solutions along with payment solutions.

About Cynergy Data

As one of the fastest growing merchant acquirers in the nation, Cynergy Data provides an array of electronic processing options to retail, restaurant, mail order, telephone order, and Internet businesses. Services include credit, debit and EBT card processing, check conversion with guarantee, electronic gift certificate processing, and equipment leasing and sales. With corporate headquarters in New York, Cynergy Data has built a solid foundation based on unprecedented service and integrity. As Cynergy Data continues dynamic growth and maintains top position, focus of the needs held by Independent Sales Offices, representatives, and merchants remains a priority along with the ability to offer pricing, products and programs that fit today's market.

About Comstar Interactive, Inc.

A vertically integrated wireless solutions provider, Comstar Interactive Corp. (Comstar) runs the gamut from wireless software developer to specialty integration engineering shop - all while maintaining and capitalizing on one of the largest and most valuable enterprise user bases of interactive wireless handhelds in the country.

Comstar is one stop shopping for all your wireless data
needs.

4/9/5 (Item 1 from file: 20) <u>Links</u>
Dialog Global Reporter
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24532397 (THIS IS THE FULLTEXT)

Comstar's CHARGE ANYwhere(TM) Debuts as Most Robust, Functional Wireless POS Solution Available in Marketplace

PR NEWSWIRE (US) August 21, 2002

Journal Code: WPRU Language: English Record Type: FULLTEXT

Word Count: 923

Comstar Interactive Corp., an innovator of Web-based wireless solutions, today launched the groundbreaking CHARGE ANYwhere (TM) wireless credit card processing solution, an easy-to-use, complete point-of-sale (POS) service that is feature-laden yet affordable. The scalable solution allows businesses to securely make transactions in the field and to manage them on-line, in real-time.

CHARGE ANYwhere combines a compact card swipe device with an innovative, customizable Web-based transaction database and reporting system and other features in one low-cost package. It gives businesses a robust and economical way to securely execute, authorize and manage wireless credit card payments in real-time.

CHARGE ANYwhere also includes check authorization and two-way messaging as standard features, and is compatible with certain dispatching applications to create a truly multi-functional solution for any business that conducts transactions in a mobile environment. These include taxi and limousine companies, emergency service operations such as towing and locksmiths, HVAC, plumbing, electrical and appliance repair contractors, restaurants that process at-table payments, fast food delivery and retail.

"CHARGE ANYwhere sets a new standard in the marketplace because it makes wireless POS much more attractive and affordable to a wider field of businesses, many of which had been previously turned off by too high costs and too little functionality," said J.D. Gardner, President and CEO of Comstar Interactive. "Customers simply pay one price for such up-front components as the device and software for CHARGE ANYwhere's full suite of standard features — and save hundreds of dollars off what the rest of the industry is charging just for mobile terminals. The monthly CHARGE ANYwhere service charge is extremely affordable, as well."

Larry's Limos, a full-service limousine operator based in Birmingham, AL, has been a Comstar beta customer using CHARGE

ANYwhere for the past several months. Lawrence Carmon, President of Larry's Limos, said that CHARGE ANYwhere has been an extremely useful addition to his business.

EXHIBIT

J

"I'm very happy with CHARGE ANYwhere," Mr. Carmon said.
"It is easy to use and provides me with peace of mind because I get a credit card authorization on the spot -- I no longer have to wait until I get back to the office to process a card to find out if it's valid.
CHARGE ANYwhere also further enhances the image of the business because we're using the latest technology. We pick up a lot of high-profile people, such as CEOs, investment bankers and the like. When they give me their credit card and I swipe it through my device, they're amazed and ask me a lot of questions about the service and its capabilities."

The CHARGE ANYwhere solution includes a wearable, state-of-the-art device that incorporates a magnetic card swipe reader with the popular BlackBerry-class RIM 950/850 Wireless Handheld(TM) --featuring a full QWERTY keyboard -- enabled for either the Cingular Wireless Mobitex network or the Motient network, the two largest nationwide wireless data networks in the U.S. The device connects wirelessly through Comstar's powerful Gateway with industry-leading credit card processing companies to complete authorizations on average within five to seven seconds.

The Gateway processes data that feeds Comstar's
Web-based transaction management system. Called "CHARGE
ANYwhere Transaction Manager," it gives customers a real-time view
via their desktop computer of credit card sales taking place in the field
by their representatives. Transaction Manager allows customers to query,
create and print custom reports and import/export data into back-office
software, or via Excel or CSV format for easy integration directly into a
company's legacy systems. Comstar's software also allows for
devices to be re-configured wirelessly over-the-air -- an industry first
-- giving customers the flexibility to easily capture additional data as
their business requires.

There are several versions of reporting software available in conjunction with Transaction Manager that are customized to various industries. This gives customers the precise information -- specific to their particular business area -- that they need to accurately track transactions taking place in the field.

The solution is secure from top to bottom. CHARGE ANYwhere employs the highest level of end-to-end security available today in the wireless POS industry with 256-bit randomized encryption over-the-air and 1024-bit for Transaction Manager.

"CHARGE ANYwhere is at the cusp of where the wireless
POS industry is moving," Gardner explained. "Customers today require
robust yet easy-to-use solutions that tie into their desktop databases or
other back office system to give them access to critical information
regarding their business and their customers. CHARGE
ANYwhere fulfills those requirements by allowing businesses to be
more competitive, provide their customers with more flexibility and
convenience in paying for the goods and services they receive, and
efficiently manage their business operations with real-time access to
important data, in a cost-effective manner."

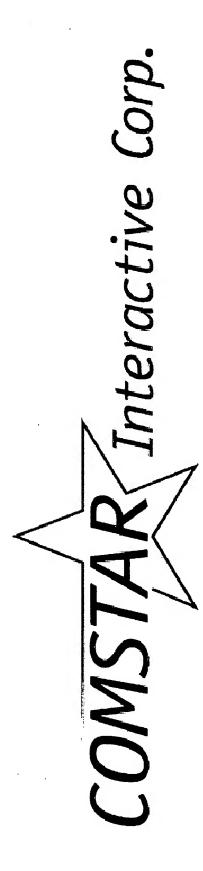
For more information or to purchase CHARGE ANYwhere,
please call Comstar Interactive at (800) 211-1256, ext. 150.
Comstar Interactive Corp. is a privately held, New York
City-based innovator of Web-enabled wireless solutions both for businesses

and individuals whose primary investor is **Tesla** Capital of San Francisco. It delivers to customers secure, end-to-end solutions that combine cutting-edge software, hardware, middleware and **gateway** services with the superior nationwide coverage and reliability of the leading wireless data networks in the U.S. **Comstar**'s comprehensive wireless product suite includes credit card processing, e-mail access and messaging solutions that are backed by a roster of trusted industry-leading partners. **Comstar** solutions are scalable, affordable feature-rich, easy-to-deploy and use -- and produce a quick and demonstrable return on investment. For more information on **Comstar** 's products and services, please go to http://www.comstarinteractive.com/.

MAKE YOUR OPINION COUNT - Click Here http://tbutton.prnewswire.com/prn/11690X85774097

CONTACT: John Kampfe, +1-732-450-0317, or johnkampfe@comcast.net, for Comstar Interactive Corp.

Web site: http://www.comstarinteractive.com/



### The CHARGE ANYwhere Product Line Wireless Point of Sale Solutions

#### **Product Overview**

#### CONFIDENTIAL

19 West 34th Street, Suite 920 New York, NY 10001



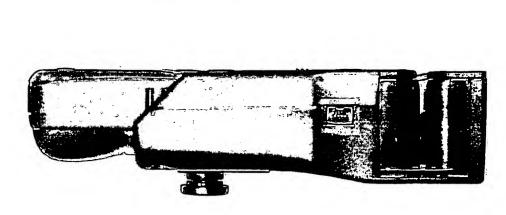
### What is CHARGE ANYwhere? ...

CHARGE ANYwhere is a suite of credit card processing solutions created by Comstar Interactive Corp. to meet its customers hardware and software needs. The range of products within the CHARGE ANYwhere brand range from entry level wireless POS (point of sale) terminals to more advanced customized solutions. All CHARGE ANYwhere products feature proven technology to increase your productivity and increase your margins.

real time web-based reporting, searches, and import/export options to allow for software. The CHARGE ANYwhere Transaction Manager allows for robust separates the CHARGE ANYwhere products from its competition is the maximum integration and operational efficiency. Also, in addition to six In addition to unique designs and cutting-edge technology, what really industry specific processing packages, custom software is available.

#### Page 3

## Wireless CHARGE ANYwhere Device ...



Left Side View (Actual Size)

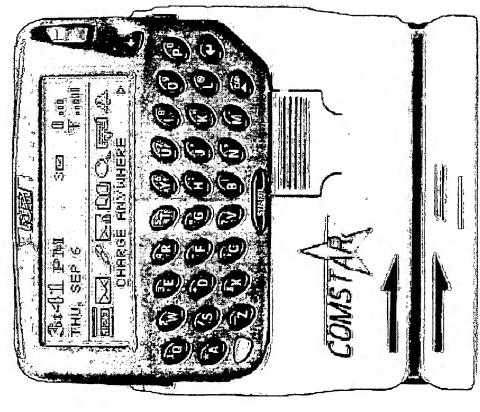
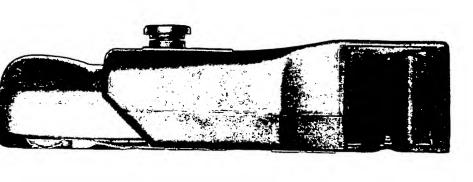


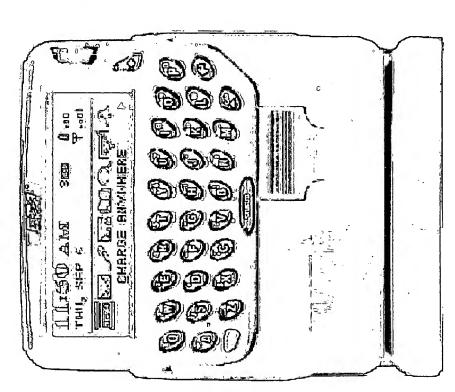
Photo of Actual Production Unit (Actual Size)



Right Side View (Actual Size)

www.comstarinteractive.com

## What is the Wireless CHARGE ANYwhere Device? ...



Comstar's patented POS (point of sale) credit card processing solution. Transactions are encrypted, maximum integration and operational efficiency. then transmitted for real time authorization. A The Wireless CHARGE ANYwhere Device is robust suite of real time web-based reporting, searches, and import/export options allow for

#### Features:

- Nationwide Coverage
- Two-Way Interactive Messaging
- Web-based CHARGE ANYwhere
- Transaction Manager Reporting Software

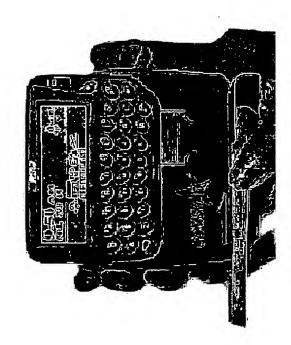
Real Time Transaction Manager Software

- Serial Port for Receipt Printer
- Powerful 2.0 Watt Transmitter
- Powered by AA Battery
- Fast Approvals Averaging 5-7 Seconds

www.comstarinteractive.com

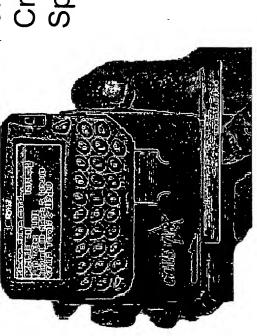
Page 4

## Wireless CHARGE ANYwhere Device – Simple and Easy to Use

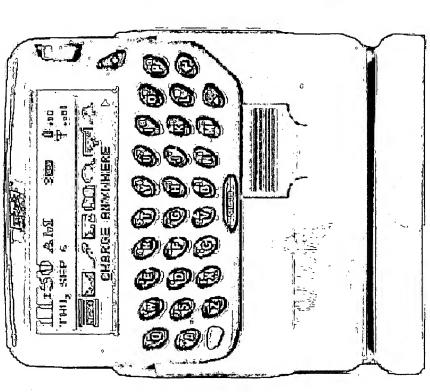


### CHARGE ANYwhere is simple to use

- 1. Swipe a Credit Card
- 2. Enter Transaction Amount
- 3. Click the Roller Wheel

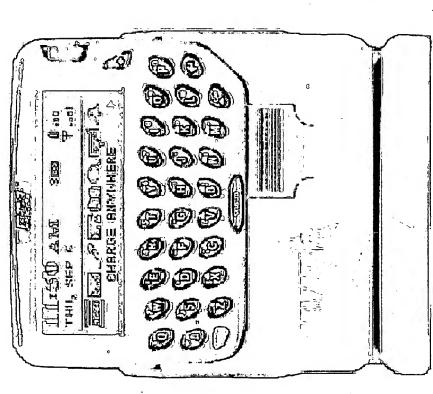


CHARGE ANYwhere can process all major Credit Cards, Gift, Loyalty, Pre-Paid and Specialty Cards

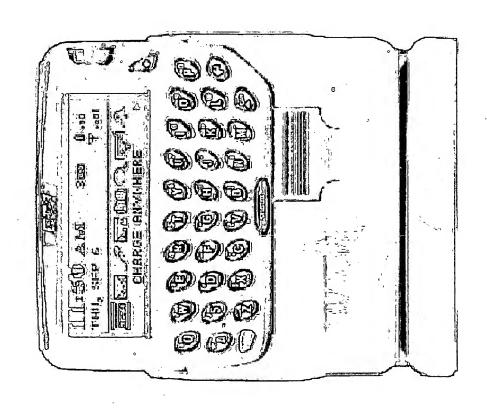


- WIRELESS M-commerce in the palm of your hand
- FAST Transactions average 5-7 seconds
- □ SECURITY State of the art 1,024 bit encryption used for all transactions
- □ CERTIFIED Software certified by Global Payments and BuyPass
- □ DURABLE Rugged, compact design
- CENTRALIZED CONTROL Wirelessly administer and update multiple devices using Comstar's web-based utility

## Why the Wireless CHARGE ANYwhere Device?



- PROCESSING Lower rates, lower risk, lower incidence of fraud
- REPORTING SOFTWARE View transactions in real time via CHARGE ANYwhere Transaction Manager web browser
- □ REDUNDANCY Store and forward for offline and out of coverage transactions
- □ MULTI-FUNCTION Install additional software on the device for multiple functionality
- CHECK ANYwhere Wireless check guarantee service
- software on the device for added functionality □ SOFTWARE – Upgrade or install additional



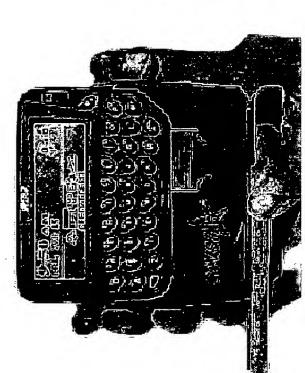
- INDUSTRY SPECIFIC SOFTWARE - Custom Limousine, Towing, Delivery, Retail, Restaurant, software tailored to meet your needs. Currently available for the following industries: Taxi, Quick Service Restaurants

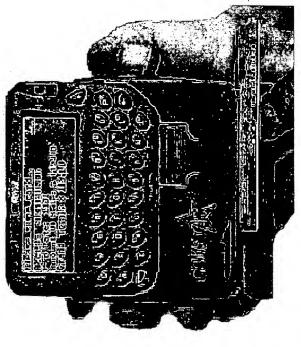
Page 8

## The Wireless CHARGE ANYwhere Device ...

## Real Time Wireless Processing of Credit Cards and Checks

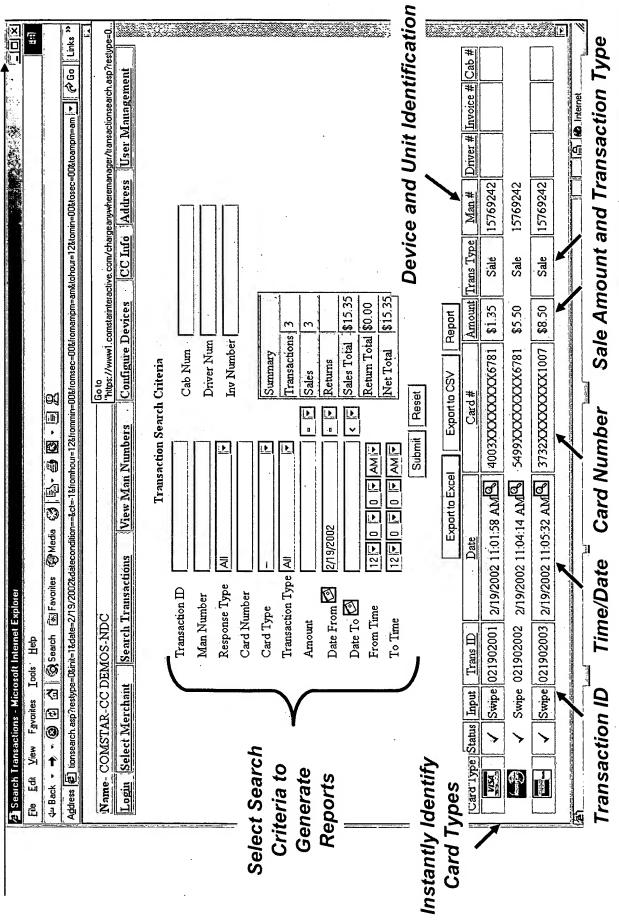
- Software Certified by leading credit card processors, including Global Payments/NDC and BuyPass
- Processing of All Major Credit Cards
- Software Certified by CrossCheck to Offer Real Time Check Authorization/Guarantees



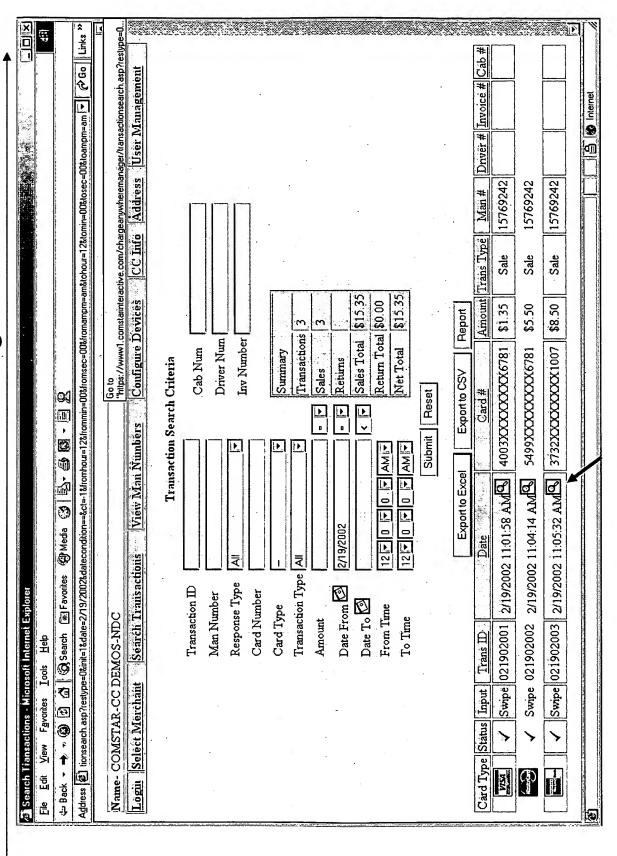


Digital Photos of Working Device

- Your customized sales data is accessible in real time
- Query, create and print your custom reports
- Import/Export data into your current back-office software
- Import/Export data via Excel or CSV format for easy integration directly to your systems



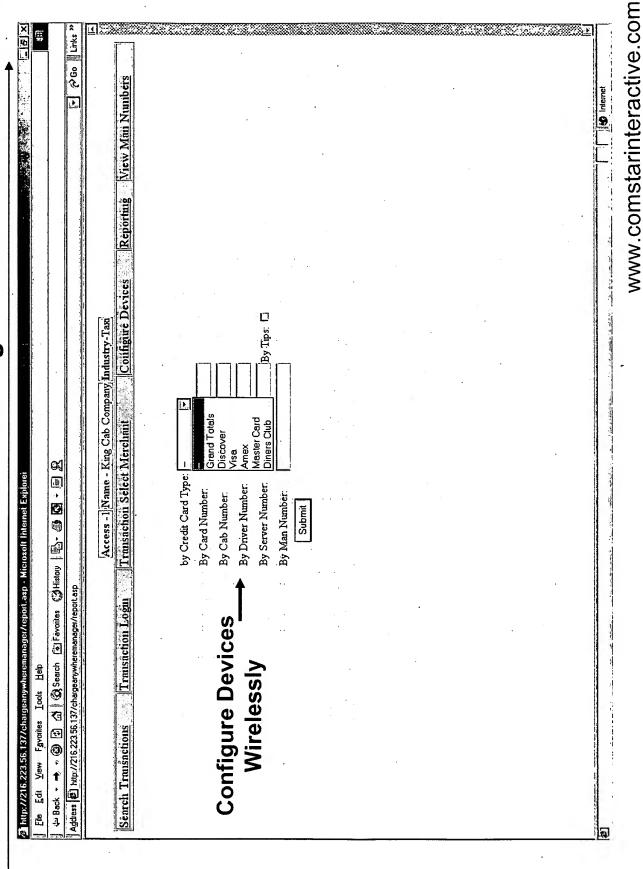
Page 11



Click for Additional Details

etails www.comstarinteractive.com

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		Transaction Detail
	Transaction Id 021902003	
	Date 2/19/2002-1-105:32	05:32
	Transaction Type Sale	Clerk Number. N/A
View		D7 Invoice Number N/A
ransaction	Full Name	Amount Of Sale \$8.50
Detall		
	Street Address N/A	*
	Zip Code IN/A	
	Grand Total \$8.50	
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## Premier Nationwide Wireless Data Networks ...

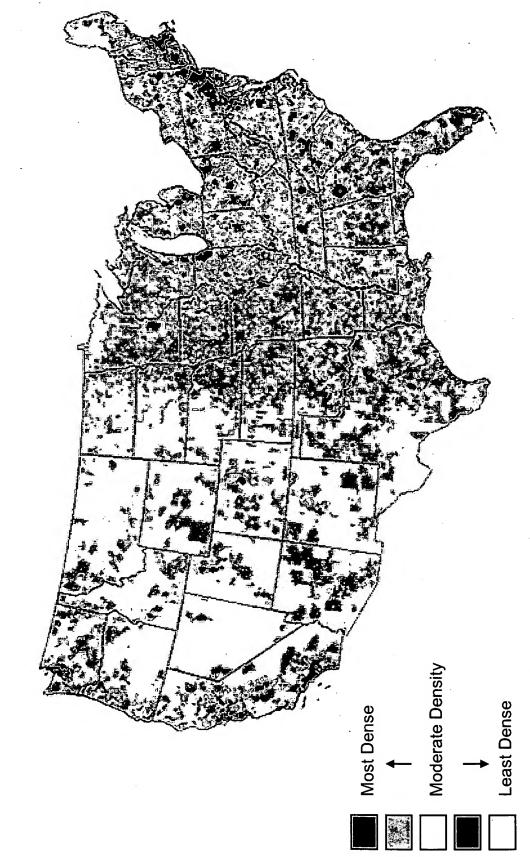




Currently, in the United States, there are two wireless data networks of note. They are the Mobitex network(1) and the Motient network.

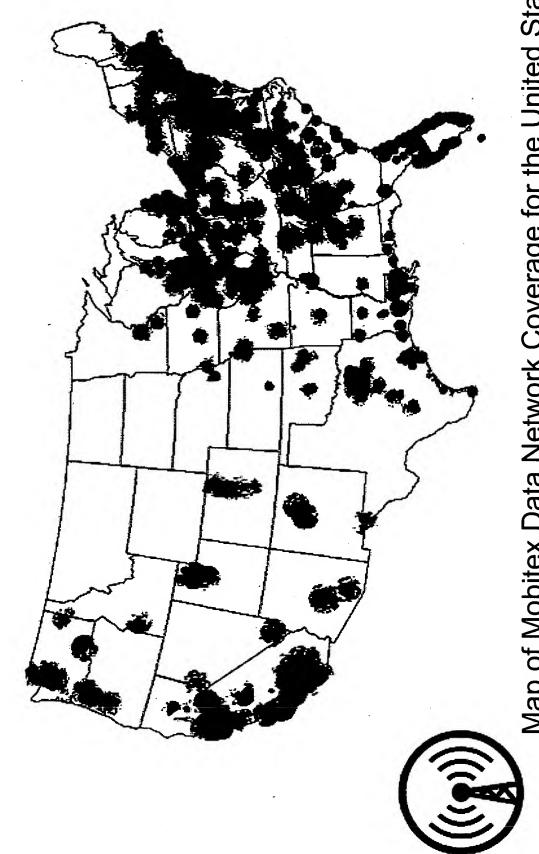
Each network has approximately 2,000 towers and nationwide coverage. The rate in the 800 MHz. For all intents and purposes, however, the networks are frequency range, the Motient network transfers data at a 19.2 KBPS transfer Mobitex network transfers data at a 9.6 KBPS transfer rate in the 900 MHz seamless to the end user.

situation. In some cases, it may result in splitting a client over the two networks Given the availability of two strong networks, Comstar will work with its clients Comstar has developed software which allows for the interoperability of these to determine which network is more appropriate given each client's particular separating the users by the functionality of each user group. Despite this, two networks to allow for cross-network Read and Deliver confirms and seamless interaction at the user level. (1) In the United States, the Mobitex network is owned and operated by Cingular Interactive (formerly BellSouth Wireless Data, L.P.)



Map of Population Density for the United States

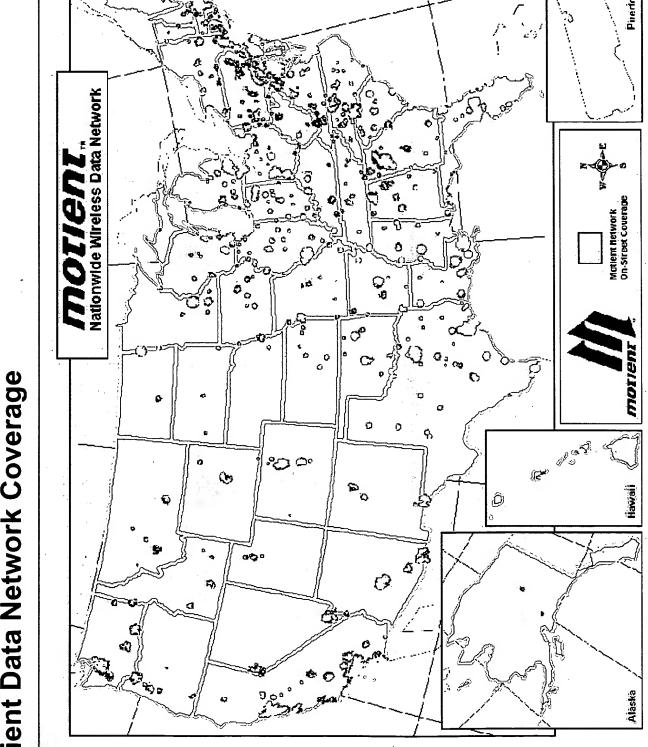
Page 17



Map of Mobitex Data Network Coverage for the United States

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Page 18



**Motient Data Network Coverage** 

## Wireless CHARGE ANYwhere Device (Technical Specifications) ...

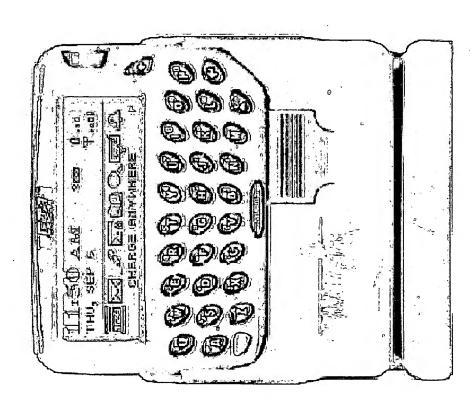


Photo of Actual Production Unit

- Add-On Cradle that Snaps into RIM 950 or RIM 850 Device
- Dual Track Reader
- **ISO 1 and 2 Compliant**
- •Message Format: RS232-ASCII
- •Card Feed Speed: 8-150 cm/sec
- Operating Environment: -20° to 60°C
  - •Interface: 14 Pin Molex Connector
- Humidity: 10% 90% RH
- No External Power or Recharging Required
- Reads all IATA and ABA Track Data
- 1,024 Bit Encrypted Transactions
- User Selected Audible Beeper Confirmation
  - 2.0 Watt Transmitter Output for Extended Outdoor and Indoor Coverage
- •Weighs approximately 2 oz
- Compact Size
- Constructed of Rugged ABS Plastic
- Rated for Over 1 Million Card Swipes

## Preferred Hardware - RIM Model 950/850 ...



- Anytime, Anyplace Convenience
  - Send and Receive E-Mail
- Access Data Stored on the Web
- Receive Pages
- Send Fax Messages
- Model 950 works on Mobitex network
- Model 850 works on Motient network
  - Compatible with common Contact Manager Software Programs

- Powered by Intel 386 microprocessor
- Backlight for Added Convenience
- 31 Key QWERTY Style Keyboard
- •Roller Wheel and Specialized Keys
- Signal Strength and Battery Indicator
   Receive Messages of up to 16,000 Characters (approximately 2,700 words)
- Stores over 2,000 Messages
- User Selected Audible Beeper or Vibrate Mode
  - 900 MHz Mobitex network
- •800 MHz Motient network
- 2.0 Watt Transmitter Output for Extended and Indoor Coverage
  - Weighs just 4.9 oz with 1 AA battery
- •Compact Size (3.5" x 2.5" x .93"
- Docking Station Allows for Synching of Common Software and Updating of Comstar Customized Software Platforms
- Includes Personal Information Management Software

## CHARGE ANYwhere Industry Specific Software ...

### TAXI/CAB Industry

- Cab/Car/Sedan/Van Number
- Driver/Operator/Employee Number
- Invoice/Ticket/Job/Order Number
- Trip Miles
- Time On Time Off
- Extras
- Tips

## CHARGE ANYwhere Industry Specific Software ...

### LIMOUSINE Industry

- Car/Sedan/Van Number
- Driver/Operator/Employee Number
- Invoice/Ticket/Job/Order Number
- Trip MilesTime On Time Off
  - Extras

## CHARGE ANYwhere Industry Specific Software ...

#### **TOWING Industry**

- Hook Up
- Truck Number
- Driver/Operator/Employee Number
  - Invoice/Ticket/Job/Order Number
- Trip MilesTime On Time Off
- Extras
- Tips

## CHARGE ANYwhere Industry Specific Software ...

### **DELIVERY Industry**

- Car/Sedan/Van/Truck Number
- Driver/Operator/Employee Number
- Invoice/Ticket/Job/Order Number
- Trip Miles
- Time On Time Off
- Extras
- Tips

## CHARGE ANYwhere Industry Specific Software ....

#### RETAIL Industry

- A.V.S.
- Clerk/Employee/Vendor Number
- Invoice/Ticket/Job/Order Number
- Sales Tax Set Rate for Auto Calculation

## CHARGE ANYwhere Industry Specific Software ...

### RESTAURANT Industry

- Server ID
- Invoice/Ticket/Job/Order Number
- Table/Station/Register Number
  - Food/Beverage Amount
- Sales Tax Set Rate for Auto Calculation
- Tips

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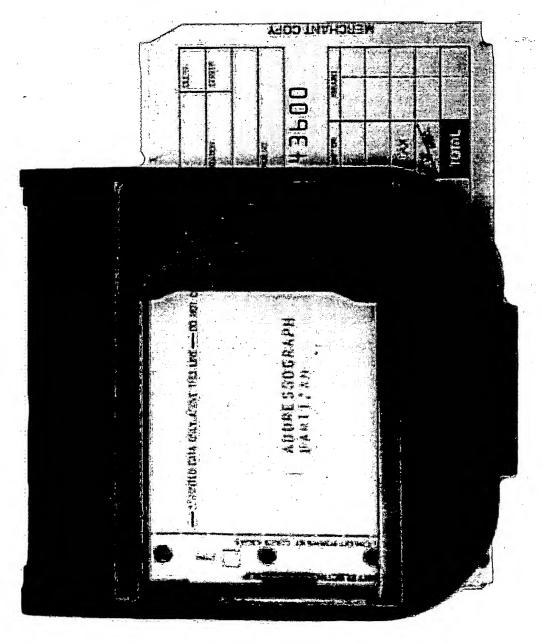
# CHARGE ANYwhere Industry Specific Software ...

## **QUICK SERVICE RESTAURANT Industry**

### Optional Features

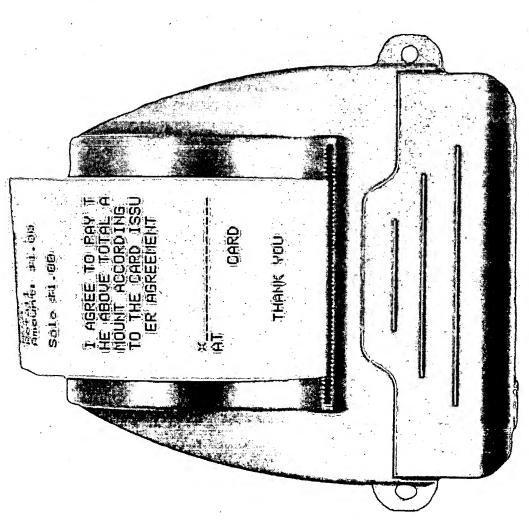
- Server ID
- Invoice/Ticket/Job/Order Number
- Table/Station/Register Number
- Food/Beverage Amount
- Sales Tax Set Rate for Auto Calculation
- Tips

## Accessories - Manual Card Imprinter ...



- Manually Imprint Credit Card Transactions
- Easy Sliding Mechanism
- □ Mobile, Compact

## Accessories -Pulsar Impact Printer ...

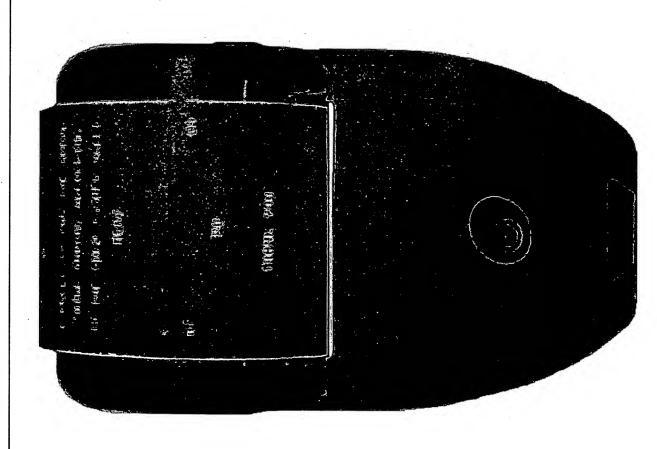


- Electronic Impact Printer Manufactured by Pulsar
- Connects to CHARGE
   ANYwhere with included PIB
   (Pulsar Interface Box) and cable
- Por Vehicle Use
- Powered by 12volt Adaptor
- Prints 16 Characters per Line
- □ Made in USA

www.comstarinteractive.com

Page 30

## Accessories -Thermal Printer ...



 Electronic Thermal Printer Manufactured by Custom iT  Connects to CHARGE ANYwhere with included cable

Portable for Mobile UseBattery Powered

Comes with Belt Clip

Prints 24 Characters per Line

Easy Sliding Mechanism

Made in Italy

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Page 31

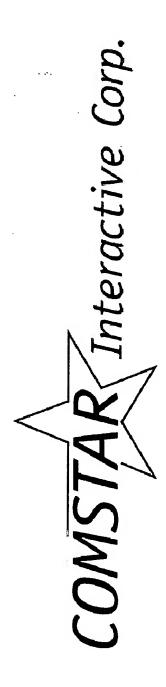
### Who is Comstar?

### **Comstar Overview**

Starting business in 1998, Comstar Interactive Corp. (Comstar) has become a premier vertically integrated wireless solutions provider. The private company focuses on:

- . Wireless Delivery of High-Value Content
- 2. Wireless Point of Sale Products
- 3. Wireless Messaging Products
- 4. Superior Customer Support and Service

Comstar is one stop shopping for all your wireless data needs.



Superior Customer Service and Support

Innovative Software

Cutting Edge Hardware

Marquee Clientele

Your Wireless Data Partner

### Additional Information

For Additional Information, please contact:

**Executive Director of Business Development** 19 West 34th Street, Suite 920 Comstar Interactive Corp. New York, NY 10001 Charge Anywhere Paul Sabella

Tel: 212 760-9500 x140 Cell: 917 301-4166 Fax: 212 714-1687 Pager: psabella1@imcingular.com Email: psabella@twowaypager.com



### CHARGE ANYwhere™



**USER MANUAL** 

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### **My Important Information**

lerchant Name:	
AAN Number:	
Customer Support Phone Number	r:
(877) MY COMSTAR	

### **Comstar Interactive Corp. Web Site**

www.comstarinteractive.com

### Visa Mastercard Processor Information

### nextdayfunding.com

Help Desk: Monday-Friday, 9am to 5:30 pm, (800) 422-5005

**24-Hour Help Desk:** (800) 705-2559

Voice Authorization Phones		Merchant Numbers
Visa / MC	: (800) 944-1111	Visa / MC
		Visa / MC Bank ID
American Express	: (800) 528-2121	Am. Exp.
Discover	: (800) 347-1111	Discover
Diners Club	: (800) 525-9040	Diners

### **Table of Contents**

<b>Getting Started</b>	1-1
	1-2
Types of Sales	
Quick Sale	
Online Sale	
Offline Sale	
Pre Authorization	
Submitting Pre Authorization for payment	
Online Force	
Offline Force	
<u>Un-Tipped (Tip Amount Unknown)</u>	
<u>Un-Tipped (Tip Amount Known)</u>	
<u>Void</u>	
Retry	
Return Online	
Return Offline	
Manual Entry	
<b>Types of Receipts</b>	
Email	
Fax	
Print	
<b>Processing Transactions From the Offline</b>	

### Reports

Log

Current Day Transactions
Archive – 1<sup>st</sup>

Send a Single Transaction

Send all Transaction Stored In Queue

View a Transaction

Archive – 2<sup>nd</sup>

Archive – 3<sup>rd</sup>

Card Type

**Grand Totals** 

Tip Totals

Host Totals (Not Available at This Time)

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### **Setup**

Industry Type – Need to contact Support
Optional Prompts
Printer Setup
Receipt Header

### Security

Fraud Control Transaction Security Application Security Password Options HALO

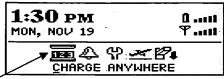
### **Customer Support**

**AVS Result Codes** 

### **Getting Started**

After completing these three steps you are ready to begin using your Charge Anywhere device.

1. Verify that your RIM device has the charge anywhere software loaded. The icon will resemble a credit card.



Charge Anywhere Icon

- 2. Securely fasten your RIM device to your charge anywhere sled by aligning the serial port connections and snapping the device into place.
- 3. Connect the printer

NOTE: The current credit cards accepted by your Charge Anywhere Device are:

- Visa
- MasterCard
- American Express
- Discover
- Diners Club
- JCB

### **Types of Sales**

The Comstar Interactive Corp. Charge Anywhere device provides you with the option to process multiple types of credit card transactions to suit your needs. These are:

- Quick Sale This is the most common of all transactions. It is used to process sales immediately and will include prompts for which values were pre-assigned
- Online Sale This is used to enter data for all optional fields that are industry specific. The merchant assigns these optional fields. This option is used when you are in coverage.
- Offline Sale—This transaction is used when there is no coverage. This will store the transactions for you in the offline log to submit at your convenience when you return to coverage.
- Pre Authorization This transaction is used to obtain pre authorization from the credit card company for a certain amount. This can only be completed Online.
- Force This is used to process a pre authorization that you obtained from the credit card company from means other then your charge anywhere device. This can be used Online or Offline. When used offline this transaction will be stored in the offline log for you to submit at a later time.
- Un-Tipped (Tip Amount Unknown) This is used to pre authorize the sale amount and leave the transaction open to include a tip.
- Un-Tipped (Tip Amount Known) This is used to process a sale to include the tip amount.
- Void This option is used when you want void a transaction that occurred within the same business day. This can be used only Online.
- Return This option is used when a refund is requested from the customer after the date of purchase. This can be used Online or Offline. When used offline this transaction will be stored in the offline log for you to submit at a later time.
- Retry This option is used when you did not receive confirmation that the transaction was processed. This can be used only Online.
- Manual Entry This option is used when the credit card swiper is malfunctioning or the credit card is not present.

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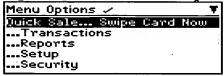
### **Processing a Quick Sale**

Highlight the Charge Anywhere icon and then click the track wheel.



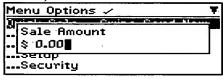
Charge Anywhere Icon

From the menu options highlight "Quick Sale... Swipe Card Now".

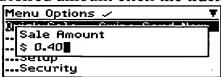


With the magnetic strip on the credit card facing up swipe the card from left to right.

You will now be prompted to enter a sale amount. (You do not have to press the orange cap key to enter a number)



Once you have entered the desired amount click the track wheel.



This screen will provide you with the name, account number, expiration date, amount of sale and the grand total for the transaction. Click the track wheel.

Card Info...

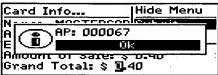
Name: MASTERCARD TESTCARD
Acct.#: 5499990123456781
Exp Date: 0809
Amount Of Sale: \$ 0.40
Grand Total: \$ 1.40

### Processing a Quick Sale Continued

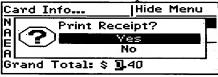
You will then be prompted to submit or cancel the transaction. Highlight **Submit** and then click the track wheel.



The information will then be encrypted for security and processing will begin. You will receive an approval code or decline.



You will then have the option to print a receipt. Select Yes by clicking the track wheel. By selecting no, the transaction is completed.



You are now provided three options for providing the customer a receipt. Highlight the desired one and click the track wheel. Upon issuing the customer a receipt the quick sale is completed.



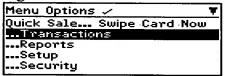
### **Processing an Online Sale**

Highlight the Charge Anywhere icon and then click the track wheel.

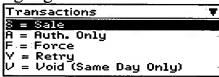


Charge Anywhere Icon

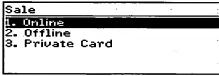
From the menu options highlight Transactions and then click the track wheel.



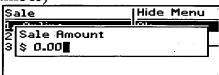
From the transaction menu highlight Sale and then click the track wheel.



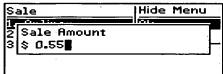
From the sale menu highlight **Online** and then click the track wheel.



You will now be prompted to enter a sale amount. (You do not have to press the orange cap key to enter a number)



Once you have entered the desired amount click the track wheel.



### Processing an Online Sale Continued

You will now be prompted to swipe the credit card. This is done with the magnetic strip facing up and swiping left to right.

Please swipe card...

Acct.#: 
Exp Date:
Amount Of Sale: \$ 0.55
Grand Total: \$ 0.55

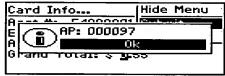
This screen will provide you with verification of the name, account number, expiration date, amount of sale and the grand total for the transaction. Click the track wheel.



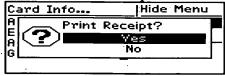
You will then be prompted to submit or cancel the transaction. Highlight **Submit** and then click the track wheel.



The information will then be encrypted for security and processing will begin. You will receive an approval code or decline. Click the track wheel.



You will then have the option to print a receipt. Select **Yes** by clicking the track wheel. By selecting no, the transaction is completed.



### Processing an Online Sale Continued

You are now provided three options for providing the customer a receipt. Highlight the desired one and click the track wheel. Upon issuing the customer a receipt the online sale is complete.

Select Method

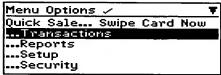
### **Processing an Offline Sale**

Highlight the Charge Anywhere icon and then click the track wheel.

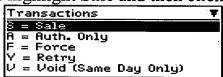


Charge Anywhere Icon

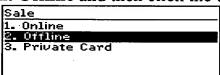
From menu options highlight **Transactions** and then click the track wheel.



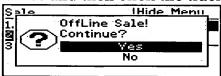
From the transactions menu highlight Sale and then click the track wheel.



From the sale menu highlight Offline and then click the track wheel.

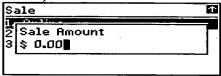


You will then be prompted to confirm that you want to continue processing the offline transaction. Highlight Yes and then click the track wheel.

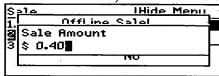


### Processing an Offline Sale Continued.

You will now be prompted to enter a sale amount. (You do not have to press the orange cap key to enter a number)



Once you have entered the desired amount, click the track wheel.



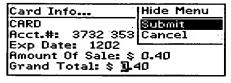
You will now be prompted to swipe the credit card. This is done with the magnetic strip facing up and swiping left to right.



This screen will provide you with verification of the name, account number, expiration date, amount of sale and the grand total for the transaction. Click the track wheel.



You will then be prompted to submit or cancel the transaction. Highlight **Submit** and then click the track wheel.



Your transaction is then stored in the offline log for processing at a later time.



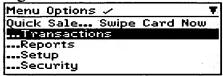
### **Processing a Pre Authorization**

Highlight the Charge Anywhere icon and then click the track wheel.

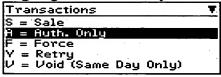


Charge Anywhere Icon

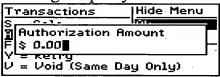
From the menu options highlight Transactions and then click the track wheel.



From the transactions menu highlight **Auth. Only** and then click the track wheel.



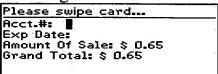
You will now be prompted to enter the amount that you want pre authorization for. (You do not have to press the orange cap key to enter a number)



Once you have entered the desired amount click the track wheel.



You will now be prompted to swipe the credit card. This is done with the magnetic strip facing up and swiping left to right.



### Processing a Pre Authorization Continued

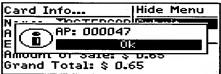
This screen will provide you with verification of the name, account number, expiration date, amount of sale and the grand total for the transaction. Click the track wheel.

Card Info...
Name: MASTERCARD TESTCARD
Acct.#: 5499990123456781
Exp Date: 0809
Amount Of Sale: \$ 0.65
Grand Total: \$ 0.65

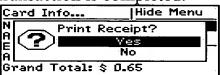
You will then be prompted to submit or cancel the transaction. Highlight **Submit** and then click the track wheel.



The information will then be encrypted for security and processing will begin. You will receive an approval code or decline. Click the track wheel.



You will then have the option to print a receipt. Select Yes by clicking the track wheel. By selecting no, the transaction is completed.



You are now provided three options for providing the customer a receipt. Highlight the desired one and click the track wheel. Upon issuing the customer a receipt the pre authorization is complete.



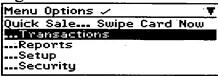
### Submitting a Pre Authorization For Payment

Highlight the Charge Anywhere icon and then click the track wheel.

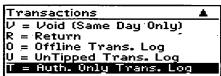


Charge Anywhere Icon

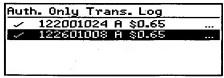
From the menu options highlight Transactions and then click the track wheel.



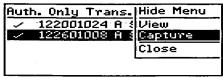
From the transaction menu highlight Auth. Only Trans. Log and then click the track wheel.



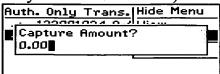
From the auth. only trans. log menu, highlight the transaction you want to process and then click the track wheel.



You will then be prompted to view or capture the transaction. Highlight **Capture** and then click the track wheel.

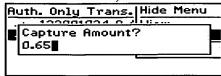


You will then be prompted to enter the amount you want to capture. (You do not have to press the orange cap key to enter a number)



### Submitting a Pre Authorization For Payment Continued.

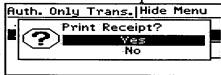
Once you have entered the desired amount, click the track wheel.



The information will then be encrypted for security and processing will begin. You will receive an approval code or decline. Click the track wheel.



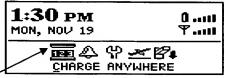
You will then have the option to print a receipt. Select **Yes** by clicking the track wheel. By selecting no, the transaction is completed.



You are now provided three options for providing the customer a receipt. Highlight the desired one and click the track wheel. Upon issuing the customer a receipt the pre authorization for payment is complete.

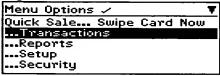
### **Processing an Online Force**

Highlight the Charge Anywhere icon and then click the track wheel.

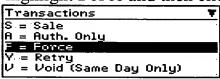


Charge Anywhere Icon

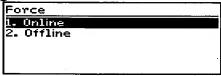
From the menu options highlight Transactions and then click the track wheel.



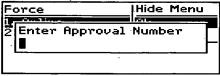
From the transactions menu highlight Force and then click the track wheel.



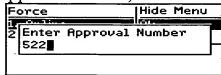
From the force menu highlight **Online** and then click the track wheel.



You will now be prompted to enter the approval number. (You do not have to press the orange cap key to enter a number)

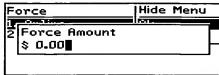


Once you have entered the approval number, click the track wheel.

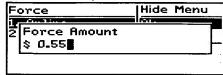


### Processing an Online Force Continued

You will now be prompted to enter the sale amount.



Once you have entered the sale amount, click the track wheel.



You will now be prompted to swipe the credit card. This is done with the magnetic strip facing up and swiping left to right.



This screen will provide you with verification of the name, account number, expiration date, amount of sale and the grand total for the transaction. Click the track wheel.

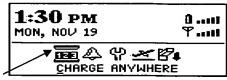


You will then be prompted to submit or cancel the transaction. Highlight **Submit** and then click the track wheel. The online force is now completed.



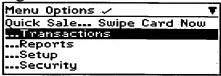
### **Processing an Offline Force**

Highlight the Charge Anywhere icon and then click the track wheel.

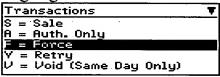


Charge Anywhere Icon

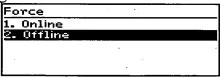
From the menu options highlight **Transactions** and then click the track wheel.



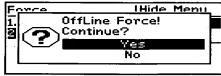
From the transactions menu highlight Force and then click the track wheel.



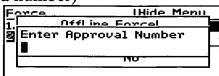
From the force menu highlight **Offline** and then click the track wheel.



You will then be prompted to confirm that you want to continue processing the offline transaction. Highlight Yes and then click the track wheel.

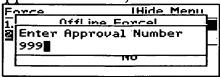


You will now be prompted to enter the approval number. (You do not have to press the orange cap key to enter a number)

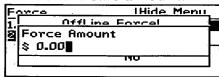


### Processing an Offline Force Continued

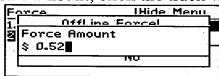
Once you have entered the approval number, click the track wheel.



You will now be prompted to enter the sale amount.



Once you have entered the sale amount, click the track wheel.



You will now be prompted to swipe the credit card. This is done with the magnetic strip facing up and swiping left to right.



This screen will provide you with verification of the name, account number, expiration date, amount of sale and the grand total for the transaction. Click the track wheel.



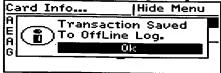
You will then be prompted to submit or cancel the transaction. Highlight **Submit** and then click the track wheel.



### Processing an Offline Force Continued

Your transaction is then stored in the offline log for processing at a later time.

Card Info... | Hide Menu |



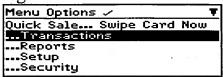
### **Processing an Un-Tipped (Tip Amount Unknown)**

Highlight the Charge Anywhere icon and then click the track wheel.

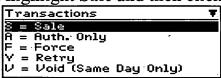


**Charge Anywhere Icon** 

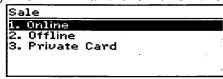
From the menu options highlight Transactions and then click the track wheel.



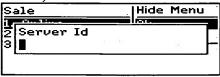
From the transactions menu highlight Sale and then click the track wheel



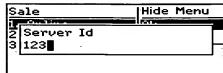
From the sale menu highlight **OnLine** and then click the track wheel.



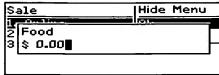
You will then be prompted to enter the server id. (You do not have to press the orange cap key to enter a number)



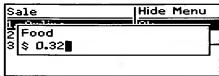
Once you have entered the server id click the track wheel.



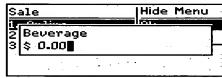
You will then be prompted to enter the dollar amount for food.



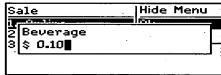
Once you have entered the amount click the track wheel.



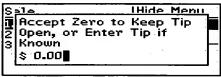
You will then be prompted to enter the dollar amount for beverage.



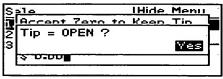
Once you have entered the amount click the track wheel.



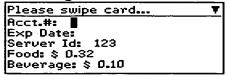
You will then be prompted to keep the tip amount open or enter the amount if known. Leave the amount zero and then click the track wheel.



You will then be prompted to confirm that you want to leave the tip open. Highlight **Yes** and then click the track wheel.

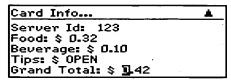


You will now be prompted to swipe the credit card. This is done with the magnetic strip facing up and swiping left to right.

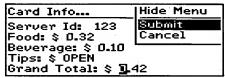


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This screen will provide you with verification of the name, account number, expiration date, details of the sale and the grand total for the transaction. Click the track wheel.



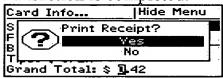
You will then be prompted to submit or cancel the transaction. Highlight **Submit** and then click the track wheel.



The information will then be encrypted for security and processing will begin. You will receive an approval code or decline. Click the track wheel.



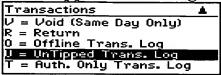
You will then have the option to print a receipt. Select **Yes** by clicking the track wheel. By selecting no, the transaction is completed.



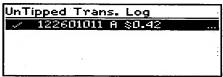
You are now provided three options for providing the customer a receipt. Highlight the desired one and click the track wheel. Upon issuing the customer a receipt this portion of the transaction is completed. Upon receiving the Tip amount continue from step below.



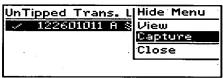
Return to the transaction menu (You can follow the first 2 steps in this process to return to this menu) Highlight **UnTipped Trans.** Log and then click the track wheel.



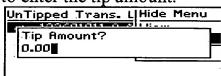
From the untipped trans log menu, highlight the transaction that you want to process and then click the track wheel.



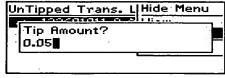
You will then be prompted to view or capture the transaction. Highlight Capture and click the track wheel.



You will then be prompted to enter the tip amount.



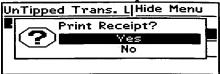
Upon entering the tip amount click the track wheel.



The information will then be encrypted for security and processing will begin. You will receive an approval code or decline. Click the track wheel.



You will then have the option to print a receipt. Select Yes by clicking the track wheel. By selecting no, the transaction is completed.



You are now provided three options for providing the customer a receipt. Highlight the desired one and click the track wheel. Upon issuing the customer a receipt processing an un-tipped (tip amount unknown) is complete.

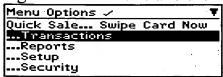
### Processing an Un-Tipped (Tip Amount Known)

Highlight the Charge Anywhere icon and then click the track wheel.

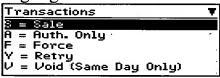


**Charge Anywhere Icon** 

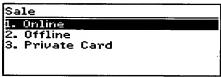
From the menu options highlight Transactions and then click the track wheel.



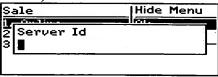
From the transactions menu highlight Sale and then click the track wheel



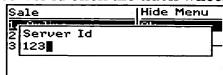
From the sale menu highlight **OnLine** and then click the track wheel.



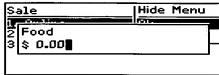
You will then be prompted to enter the server id. (You do not have to press the orange cap key to enter a number)



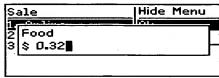
Once you have entered the server id click the track wheel.



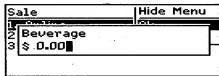
You will then be prompted to enter the dollar amount for food.



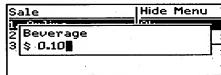
Once you have entered the amount click the track wheel.



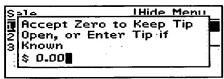
You will then be prompted to enter the dollar amount for beverage.



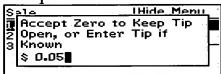
Once you have entered the amount click the track wheel.



You will then be prompted to keep the tip amount open or enter the amount if known.



Once you have entered the tip amount click the track wheel.



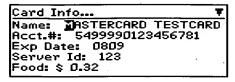
You will now be prompted to swipe the credit card. This is done with the magnetic strip facing up and swiping left to right.

Please swipe card... A
Server Id: 123
Food: \$ 0.32
Beverage: \$ 0.10
Tips: \$ 0.05
Grand Total: \$ 0.4

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### Processing an Un-Tipped (Tip Amount Known) Continued

This screen will provide you with verification of the name, account number, expiration date, details of the sale and the grand total for the transaction. Click the track wheel.



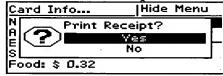
You will then be prompted to submit or cancel the transaction. Highlight **Submit** and then click the track wheel.



The information will then be encrypted for security and processing will begin. You will receive an approval code or decline. Click the track wheel.



You will then have the option to print a receipt. Select **Yes** by clicking the track wheel. By selecting no, the transaction is completed.



You are now provided three options for providing the customer a receipt. Highlight the desired one and click the track wheel. Upon issuing the customer a receipt processing and un-tipped (tip amount known) is complete.



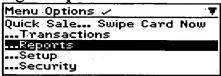
## **Processing a Void**

Highlight the Charge Anywhere icon and then click the track wheel.

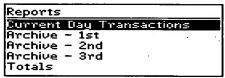


Charge Anywhere Icon

From the menu options highlight Reports and then click the track wheel.



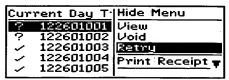
From the reports menu highlight **Current Day Transactions** and then click the track wheel.



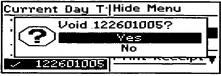
From the current day trans log menu highlight the desired transaction and then click the track wheel

Cur	rent Day Trans. Log	
3	122601001 R \$0.45	
?	122601002 S \$0.20	
~	122601003 S \$0.45	•••
	122601004 R \$0.45	•••
	122601005 R \$0.60	

You will then be prompted to view, void or retry the transaction. Highlight **Void** and click the track wheel.



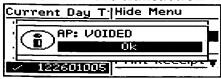
You will then be prompted to confirm that you want to void the transaction. Highlight **Yes** and click the track wheel



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### Processing a void continued

You will then receive confirmation that the transaction was voided.



You will then have the option to print a receipt. Select Yes by clicking the track wheel. By selecting no, the transaction is completed.



You are now provided three options for providing the customer a receipt. Highlight the desired one and click the track wheel. Upon issuing the customer a receipt processing a void is complete.



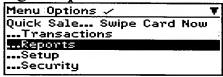
## **Processing a Retry**

Highlight the Charge Anywhere icon and then click the track wheel.

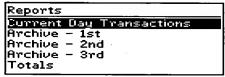


Charge Anywhere Icon

From the menu options highlight **Reports** and then click the track wheel.



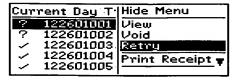
From the reports menu highlight **Current Day Transactions** and then click the track wheel.



From the current day trans log menu highlight the desired transaction and then click the track wheel.

Cur	rent Day Trans. Log	-
<u>.</u>	122601001 R \$0.45	
3	122601002 S \$0.20	•••
/	122601003 S \$0.45	•••
	122601004 R \$0.45	
-/-	122601005 R \$0.60	

You will then be prompted to view, void or retry the transaction. Highlight **Retry** and then click the track wheel.

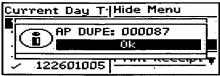


### Processing a Retry Continued

You will then be prompted to confirm that you want to retry the transaction. Highlight **Yes** and then click the track wheel



You will then receive confirmation that the transaction was processed.



You will then have the option to print a receipt. Select Yes by clicking the track wheel. By selecting no, the transaction is completed.



You are now provided three options for providing the customer a receipt. Highlight the desired one and click the track wheel. Upon issuing the customer a receipt the retry is complete.

Select Method

Print

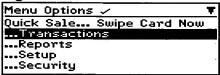
### **Processing a Return Online**

Highlight the Charge Anywhere icon and then click the track wheel.

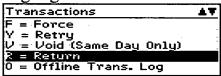


**Charge Anywhere Icon** 

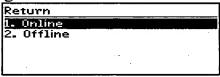
From the menu options highlight Transactions and then click the track wheel.



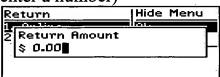
From the transactions menu highlight **Return** and then click the track wheel.



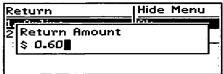
From the return menu highlight **Online** and then click the track wheel.



You are now prompted to enter the dollar amount for the return. (You do not have to press the orange cap key to enter a number)



Enter the dollar amount and then click the track wheel.



### Processing a Return Online Continued

You will now be prompted to swipe the credit card. This is done with the magnetic strip facing up and swiping left to right.

Please swipe card...

Acct.#: 
Exp Date:
Amount Of Sale: \$ 0.60
Grand Total: \$ 0.60

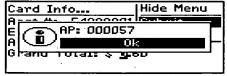
This screen will provide you with verification of the name, account number, expiration date, amount of sale and the grand total for the transaction. Click the track wheel.



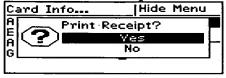
You will then be prompted to submit or cancel the transaction. Highlight **Submit** and then click the track wheel.



The information will then be encrypted for security and processing will begin. You will receive an approval code or decline. Click the track wheel.



You will then have the option to print a receipt. Highlight Yes by clicking the track wheel. By selecting no, the transaction is completed.



### Processing a Return Online Continued

You are now provided three options for providing the customer a receipt. Highlight the desired one and click the track wheel. Upon issuing the customer a receipt the return online is complete.



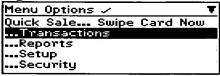
# **Processing a Return Offline**

Highlight the Charge Anywhere icon and then click the track wheel.

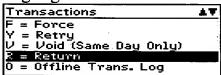


Charge Anywhere Icon

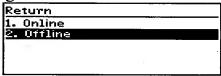
From the menu options highlight Transactions and then click the track wheel.



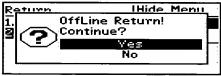
From the transactions menu highlight **Return** and then click the track wheel.



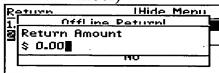
From the return menu highlight **Offline** and then click the track wheel.



You will then be prompted to confirm that you want to continue processing the offline return. Highlight Yes and then click the track wheel.

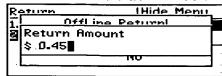


You are now prompted to enter the dollar amount for the return. (You do not have to press the orange cap key to enter a number)



### Processing a Return Offline Continued

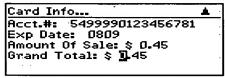
Enter the dollar amount and then click the track wheel.



You will now be prompted to swipe the credit card. This is done with the magnetic strip facing up and swiping left to right.



This screen will provide you with verification of the name, account number, expiration date, amount of sale and the grand total for the transaction. Click the track wheel.



You will then be prompted to submit or cancel the transaction. Highlight **Submit** and then click the track wheel.



Your transaction is then stored in the offline log for processing at a later time.



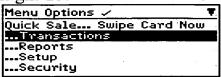
## **Processing a Manual Entry**

Highlight the Charge Anywhere icon and then click the track wheel.

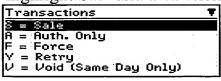


Charge Anywhere Icon

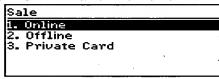
From the menu options highlight Transactions and then click the track wheel.



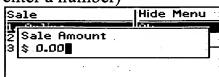
From the transactions menu highlight Sale and then click the track wheel.



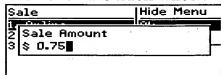
From the sale menu highlight **Online** and then click the track wheel.



You are now prompted to enter the dollar amount for the return. (You do not have to press the orange cap key to enter a number)



Enter the dollar amount and then click the track wheel.



### Processing a Manual Entry Continued

You will now be prompted to swipe the credit card.

```
Please swipe card...

Acct.#: Exp Date:
Amount Of Sale: $ 0.75
Grand Total: $ 0.75
```

Manually enter the credit card account number and then move the cursor to the Exp Date: line.

Please swipe card...
Acct.#: 4003000123456781
Exp Date:
Amount Of Sale: \$ 0.75
Grand Total: \$ 0.75

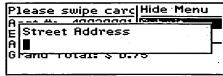
Enter the expiration date and then click the track wheel.

Please swipe card...
Acct.#: 4003000123456781
Exp Date: 1215
Amount Of Sale: \$ 0.75
Grand Total: \$ 0.75

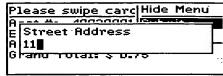
You will then be prompted to submit or cancel the transaction. Highlight Submit and then click the track wheel.



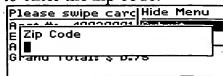
You will then be prompted to enter the street address.



After you have entered the street address click the track wheel.



You will then be prompted to enter the zip code.



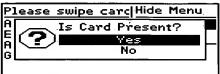
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### Processing a Manual Entry Continued

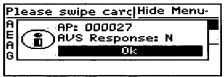
After you have entered the zip code click the track wheel.



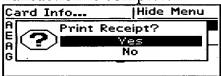
You will then be prompted to confirm if the credit card is present. Highlight **Yes** and then click the track wheel. (Selecting no will not change the screens or entries that follow)



The information will then be encrypted for security and processing will begin. You will receive an approval code or decline and an AVS code. Then click the track wheel.



You will then have the option to print a receipt. Highlight Yes by clicking the track wheel. By selecting no, the transaction is completed.



You are now provided three options for providing the customer a receipt. Highlight the desired one and click the track wheel. Upon issuing the customer a receipt the manual entry is complete.



# **Receipts**

There are three types of receipts that you can provide to a customer upon completion of a transaction. These are:

- Email This will send the receipt to an email address that the customer chooses.
- Fax This will send the receipt to a fax number that the customer chooses.
- Print If you have a printer attached to your charge anywhere device, you can choose this option and provide the customer with a printed receipt.

# **Processing an Email Receipt**

## **Processing Transactions From the Offline log**

This function is used when you are ready to submit the following types of transactions that were stored in the offline log, to the credit card company for payment: offline sale, force offline and return offline.

You have the following three processing options:

- 1. View This allows you to open a single transaction that is stored in queue to view its content
- 2. Send This will process a single transaction that is stored in queue. You will receive a response when the credit card company accepts this. You will then be given the option to print a receipt.
- 3. Send All This will process all transactions that are stored in queue. You will receive a response and given the option to print a receipt as the credit card company accepts each one.

The different types of transactions that are stored in the offline log are processed the same way. Upon sending the transaction is completed.

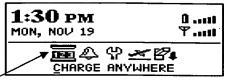
The following is a view and definitions of the offline line transaction log.



- \* The alphanumeric symbols mean the following:
- S Offline Sale
- F Force Offline
- R Return Offline

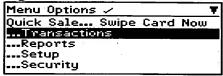
## View a Transaction

Highlight the Charge Anywhere icon and then click the track wheel.

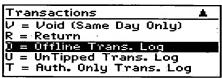


**Charge Anywhere Icon** 

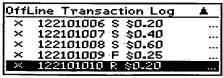
From the menu options highlight Transactions and then click the track wheel.



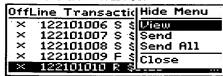
From the transactions menu highlight **Offline Tran. Log** and then click the track wheel.



From the offline transaction log highlight the transaction you want to view and then click the track wheel.



Highlight View and then click the track wheel.



This screen will show the details of the selected transaction.

Date: 12-21-2001 13:03:59 Tupe: Local Return
Card is Present
Name: MASTERCARD TESTCARD
Acct. #: 5499\*\*\*\*\*\*\*6781
Exp. Date: 0809

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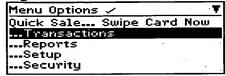
## Send a Single Transaction

Highlight the Charge Anywhere icon and then click the track wheel.

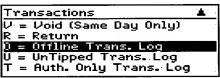


**Charge Anywhere Icon** 

From the menu options highlight Transactions and then click the track wheel.



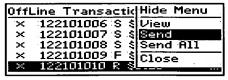
From the transactions menu highlight **Offline Tran. Log** and then click the track wheel.



From the offline transaction log highlight the transaction you want to process and then click the track wheel.

Offi	ine Transaction Log	. ▲
×	122101006 S \$0.20	
×	122101007 S \$0.40	
×	122101008 S \$0.60	
×	122101009 F \$0.25	
$\times$	122101010 R \$0.20	

Highlight Send and then click the track wheel.



The information will then be encrypted for security and processing will begin. You will receive an approval code or decline. Click the track wheel.



### Send a Single Transaction Continued

You will then have the option to print a receipt. Select **Yes** by clicking the track wheel. By selecting no, the transaction is completed.



You are now provided three options for providing the customer a receipt. Highlight the desired one and click the track wheel. Upon issuing the customer a receipt sending a single transaction is complete.



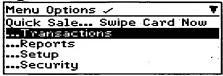
# Send all Transactions Stored in Queue

Highlight the Charge Anywhere icon and then click the track wheel.



**Charge Anywhere Icon** 

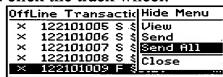
From the menu options highlight **Transactions** and then click the track wheel.



From the offline transaction log click the track wheel.

Offl	ine Transaction Log	
×	122101005 S \$0.40	
×	122101006 S \$0.20	
×	122101007 S \$0.40	
×	.122101008 S \$0.60	
$\times$	122101009 F \$0.25	

Highlight send all and then click the track wheel.



The information will then be encrypted for security and processing will begin. You will receive an approval code or decline. Click the track wheel.



You will then have the option to print a receipt. Highlight Yes by clicking the track wheel. By selecting no, the transaction is completed.



### Send All Transactions Stored in Queue Continued

You are now provided three options for providing the customer a receipt. Highlight the desired one and click the track wheel. Upon issuing the customer a receipt send all transactions stored in queue is complete.

Select Method

Fax
Print

Note: The last 3 steps of this process will repeat itself until all stored transactions are completed.

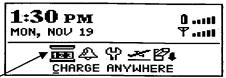
## **Reports**

There are seven reports that you can access for information on your transactions, these are:

- Current Day Transactions: This report allows you to view all approved transactions that were processed for the current day.
- Archive  $-1^{st}$ : This report allows you to view transactions for your previous day transactions.
- Archive 2<sup>nd</sup>: This report allows you to view transactions that occurred 2 days prior.
- Archive 3<sup>rd</sup>: This report allows you to view transactions that occurred 3 days prior.
- Card Type -
- Grand Totals: This report allows you to view a summary of all transactions by credit card type and a total for all transactions for the current day.
- Tip Totals: This report allows you to view sales by an individual or group of users. This is an industry specific report that is assigned by the merchant.

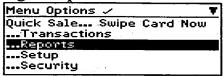
## **Current Day Transactions**

Highlight the Charge Anywhere icon and then click the track wheel.

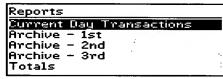


**Charge Anywhere Icon** 

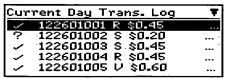
From the menu options highlight Reports and then click the track wheel.



From the reports menu highlight Current Day Transactions and then click the track wheel.



From the Current Day Trans, Log highlight the transaction you want and then click the track wheel.



Highlight View and then click the track wheel.



This screen will show details of the selected transaction.

■22601001 \$0.45

Date: 12-26-2001 11:44:58

Type: Return

Card is Present

Name: MASTERCARD TESTCARD

Acct. #: 5499\*\*\*\*\*\*\*\*\*6781

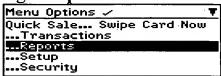
## **Tip Totals**

Highlight the Charge Anywhere icon and then click the track wheel.

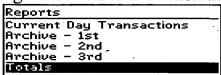


Charge Anywhere Icon

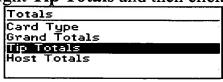
From the menu options highlight Reports and then click the track wheel.



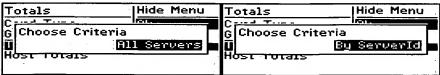
From the reports menu highlight **Totals** and then click the track wheel.



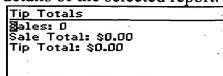
From the totals menu highlight **Tip Totals** and then click the track wheel.



You will now be prompted to choose the criteria for the report. Highlight **All Servers** to view data on all users or highlight **By ServerId** to view an individual users data, and then click the track wheel.



\*This screen will show the details of the selected report.



<sup>\*</sup>Regardless of the criteria you choose, this screen will remain the same.

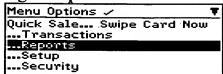
## **Grand Totals**

Highlight the Charge Anywhere icon and then click the track wheel.

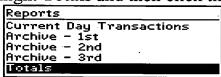


**Charge Anywhere Icon** 

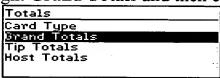
From the menu options highlight Reports and then click the track wheel.



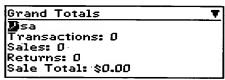
From the reports menu highlight **Totals** and then click the track wheel.



From the totals menu highlight Grand Totals and then click the track wheel.



This screen will show the summary by credit card and the grand total of all credit cards.



## **AVS Result Codes**

An AVS check is performed when the customer's address is entered into the system.

AVS verifies that the information entered matches what the credit card company has for billing purposes. If the AVS check fails it is the merchant's decision to accept or reject the sale.

NDC eCommerce returns one of the following codes as part of the authorization response for AVS:

Code	Description
A	Address matches, zip code does not match.
${f E}$	Edit error: for example, AVS not allowed for this transaction
G	Global non-AVS participant
$\mathbf{N}$	No: address and zip code do not match.
R	Retry: system unavailable or times out.
S	Service not Supported: Issuer does not support AVS at Visa,
	INAS or the issuer processing center.
U	Unavailable: address information not verified for domestic
	transactions
$\mathbf{W}$ .	Whole Zip: nine digit zip code matches, address does not match
X	EXact: address and nine digit zip code match.
Y	Yes: address and five digit zip code match.
$\mathbf{Z}$	Zip: five digit zip code matches, address does not match.